

Senior Services Department

City of Newton Performance Management Scorecard
May 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

| | | Monthly | | | | Yearly | | |
|--|--|---------|--------|--------|--------|--------|-------|-------|
| Metric | Yearly Goal | Avg. | Target | Actual | Result | LYTD | YTD | Trend |
| 1. Provide social work and advocacy services to seniors and their families to help them access resources | | | | | | | | |
| Number of seniors receiving case management | Maintain or increase the number of seniors receiving case management/social work services | 84 | 84 | 108 | | 915 | 989 | |
| % of requestors who receive assistance | Maintain the % of people receiving assistance. | 100 | 100 | 100 | | | 100 | |
| % of aid received within 30 days of request | Maintain the % of seniors receiving the service requested within 30 days of initial contact. | 100 | 100 | 100 | | | 100 | |
| 2. Provide quality transportation services for seniors to important locations | | | | | | | | |
| Number of unique riders | Maintain or increase the number of riders accessing transportation services | 251 | 251 | 233 | | 2492 | 2520 | |
| Total rides provided | Maintain or increase the number of rides provided. | 1604 | 1604 | 1647 | | 16803 | 16612 | |
| 3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness. | | | | | | | | |
| Number of programs offered | Maintain or increase the number of programs offered | 50 | 50 | 72 | | 577 | 626 | |
| Number unique program participants | Maintain or increase the number of program participants | 456 | 456 | 1012 | | 5440 | 5483 | |
| Total program participants | Maintain or increase program participation | 1212 | 1212 | 2559 | | 11829 | 14850 | |

Notes